

COVID INFORMATION LEAFLET - MORRISONS OUTREACH

Money Advice Outreach at Morrisons Store
Coburg Street
King's Lynn
Norfolk
PE30 1RX

Contact: help@moneyadvicehub.org.uk **Phone:** 0333 305 7648

Background

Money Advice Hub is currently unable to use its usual King's Lynn premises to offer face to face appointments due to landlord restrictions. Although we accept that situation, along with government guidance, we believe that we can offer face to face appointments again by carefully planning our appointments and adopting the recommended and required social distancing guidance.

Morrisons Store is permitting us to use their community room each Wednesday and has issued us with a set of their own health and safety instructions, the information below outlines the steps you will need to take yourself when attending an appointment.

1. Please do not attend an appointment if you, or anyone in your household is experiencing any [COVID related symptoms](#), and/or if you know you have had contact with anyone who has had COVID within the last 14 days.
2. Wear a face mask at all times at your appointment.
3. Please do not bring more than one person with you to an appointment.
4. We appreciate that this is difficult for parents, but please do not bring any children with you to an appointment.

5. Do not bring pets with you unless you have an official assistance dog.
6. Bring a drink with you if you need one, our advisers are not permitted to make drinks for you and cannot provide cups or glasses.
7. Please respect the social distancing guidelines of keeping 2 meters distance between yourself and our adviser at all times.
8. Use the hand sanitiser at the front of the Morrisons Store before you enter.
9. You must wait for your adviser to escort you into the building, you can call or text your adviser when you arrive.
10. You must sign in and out using a confidential register that your adviser has.
11. If you need the toilet, you must use Morrisons public toilet, your adviser will escort you there and back, and will wait outside the toilet for you.
12. At the end of the interview, your adviser will escort you off of the premises.
13. You can park for free in the Morrisons car park.
14. Please respect the Morrisons Store notices and COVID rules at all times.
15. Read and follow the [government rules on staying alert](#).
16. Please let us know if you have any additional needs before the appointment.
17. Our case managers conduct their own health and safety risk assessment before commencing an appointment with you. If for any reason they are dissatisfied with the conditions they are advising in, they have the authority to cancel the appointment with you, and make alternative advice arrangements.
- 18. Money Advice Hub values your health and safety and that of its staff, please do not attend your appointment if you have been exposed to COVID, or feel unwell with COVID symptoms. Stay safe and let us know if you need to cancel or re-arrange.**